

## COMMUNITY SERVICES SUPERVISOR

# **Purpose:**

To actively support and uphold the City's stated mission and values. To plan, organize and manage the operations of a major Community Services section or program within the Social Services, or Cultural Services divisions and to supervise the operation of related programs, facilities and staff.

# **Supervision Received and Exercised:**

Receives direction from Community Services Management Staff.

Exercises direct supervision over professional, para-professional, technical and clerical staff.

#### **Essential Functions:**

### When assigned to Social Services:

- Develop, implement, supervise, promote and evaluate social service activities and services in assigned service and program areas; develop, recommend and implement program activities including community education and employment.
- Plan, prioritize, assign, supervise and review the work of staff involved in providing social/community services and programs; work with program participants and staff to ensure program effectiveness.
- Interview and assess program participants to determine their needs, abilities, and program expectations and requirements.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services; recommend and implement policies and procedures.
- Evaluate program operations and activities; recommend improvements and modifications; prepare reports as requested on relevant operations and activities.

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- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justification for budget items; monitor and control expenditures.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to recognize exceptional job performance and correct deficiencies; implement disciplinary action as necessary.
- Coordinate program activities with those of other departments, outside agencies and organizations, and City staff.
- Plan, develop and implement contracts with providers of specialized services; administer and revise contracts as necessary; oversee contracted providers to ensure contractual compliance.
- Ensure program compliance with pertinent laws, rules, regulations, and licensing standards.
- Coordinate the development and preparation of marketing materials, news releases, flyers, pamphlets, and brochures.
- Participate in a variety of boards and commissions; attend and participate in professional groups and committees.
- Maintain close contact with school officials and community groups regarding program offerings and coordination of services and facilities.
- Maintain awareness of new developments and legal requirements impacting social services; incorporate into existing programs as needed.
- Purchase necessary equipment and supplies; initiate bids for service providers; prepare bid specifications as required.
- Answer questions and provide information to program participants, city employees and the public.
- Perform related duties as assigned.

#### When assigned to Cultural Services:

 Supervise, promote, implement and evaluate cultural activities/programs and the operation of cultural facilities in area of assignment.

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- Plan, prioritize, assign, supervise and review the work of staff involved in cultural/community services and programs; work with program participants and staff to ensure program effectiveness.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for cultural activities; implement policies and procedures.
- Evaluate operations and activities; recommend improvements and modifications; prepare reports as requested on relevant operations and activities.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justification for budget items; monitor and control expenditures.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Coordinate program activities with those of other departments, outside agencies and organizations, and City staff.
- Ensure program compliance with pertinent laws, rules and regulations.
- Coordinate the development and preparation of programs, events and facilities marketing materials including news releases, flyers, pamphlets and brochures.
- Purchase necessary equipment and supplies; initiate bids for equipment and supplies; prepare bid specifications and requisitions.
- Plan, develop and implement contracts with providers of specialized services; administer and revise contracts as necessary; oversee contracted providers to ensure contractual compliance.
- Perform related duties as assigned.

#### **Minimum Qualifications:**

#### **Experience:**

Four years of increasingly responsible experience in the implementation and coordination of recreational programs and activities, public relations, and/or marketing or social service and/or cultural programs and activities, according to

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the requirements of assigned area, including two years of supervisory experience.

**Education:** 

Equivalent to a Bachelor's degree from an accredited college or university with major work in recreation administration, marketing, business administration, public administration, education, family studies, social work, or a related field according to the requirements of assigned area.

#### **Licenses/Certifications:**

None

**Examples of Physical and/or Mental Activities** 

(Pending)

Competencies:

(Pending)

Job Code: 339

Status: Exempt / Classified